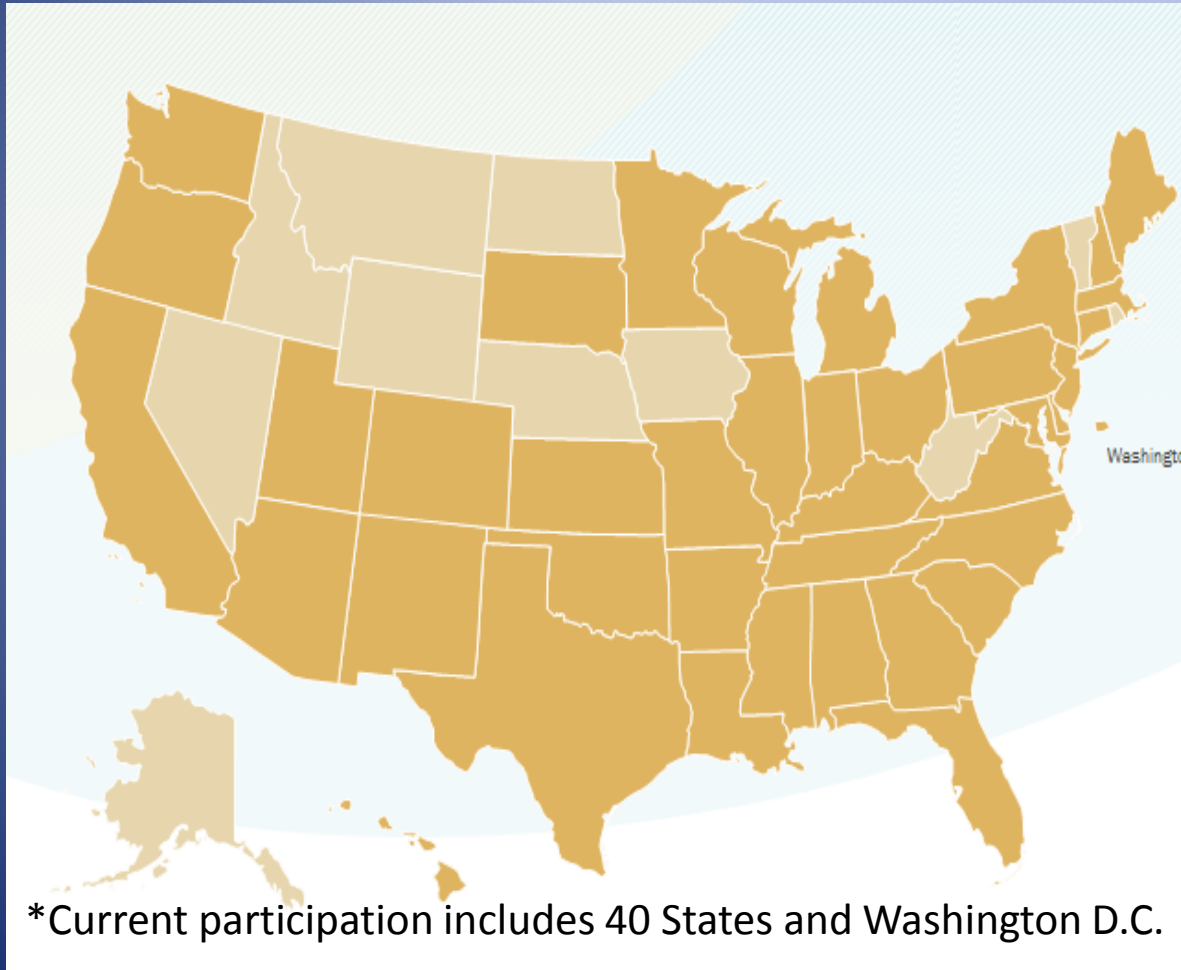


National Core Indicators

State of Colorado

2014

NCI Participants 2014



NCI began in 1997 as a collaborative effort between the National Association of State Directors of Developmental Disability Services (NASDDDS) and the Human Services Research Institute (HSRI).

*Current participation includes 40 States and Washington D.C.

Goal of NCI

To provide a standard set of performance measures that can be used by states to:

- Manage and improve quality
- Benchmark progress from one year to the next
- Make comparisons across states through the use of valid and reliable data on performance and outcomes

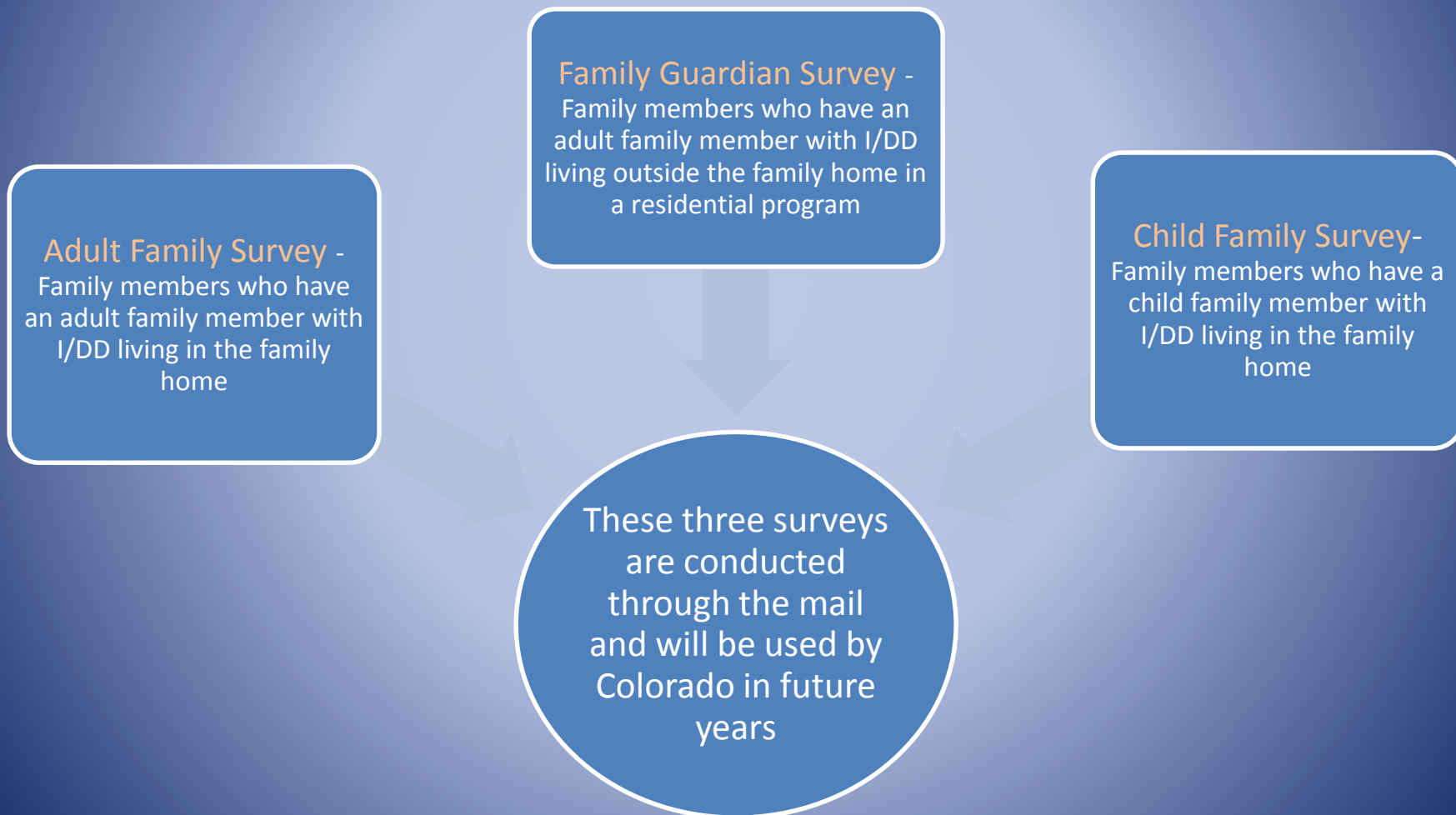
Information Gathered

NCI gathers data across five broad domains including:

- Individual outcomes
- Family outcomes
- Health, welfare and rights
- Staff stability
- System performance

Types of Surveys

The NCI framework comprises of four types of surveys:



For 2014 Colorado will be conducting the 4th type of survey

The Adult Consumer Survey

The
Adult Consumer Survey
is conducted
face-to-face
with clients receiving
services and includes
three components:

- **The Background/Pre-survey Information:**
Collected by case managers from client records
- **Interview Section One:** This interview section is completed face-to-face with the client
- **Interview Section Two:** This interview section is best completed with the client but can be completed by a proxy if the client requests or if the interviewer determines the client is unable to complete the survey

Participation

Colorado must complete 400 face-to-face surveys between February and May 2014

- Participation is voluntary but it is important that all clients randomly selected are encouraged to participate, especially clients who might not normally participate or whose voices/opinions do not often get heard.
- If a client uses an alternative method of communication or is non-verbal they should still be encouraged to participate. All opinions matter!

Confidentiality

All information will
be kept confidential

No client will be
retaliated against or will
lose services because
he/she participated in
the survey

Case managers/CCBs will
assist in gathering the
background data but will not
have access to the
information provided by
clients during the interviews

Survey Outcomes

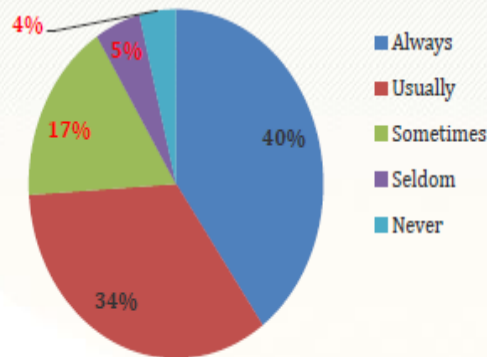
The NCI data will:

- Be used to improve the quality of services and the client satisfaction with services in Colorado and nationwide
- Document service strengths and needs
- Help to develop benchmarks
- Make it easier to share system data in an accessible format
- Assist in planning public policy and aligning system priorities with desired outcomes
- Be used in conjunction with the Quality Improvement Strategy (QIS) as evidence to meet home and community based waiver assurances for CMS especially in the areas of client satisfaction and health initiatives

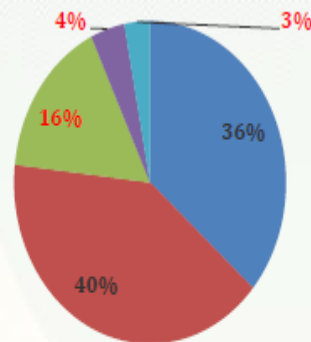
Reports and Data Sharing

Quality of Services Received

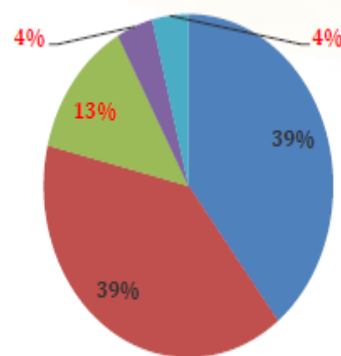
Family gets supports needed



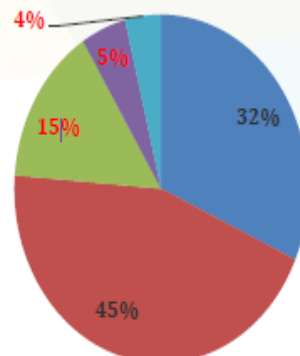
Supports available when needed



Services available within reasonable distance



Services change when needs change



Spring 2015

The information gathered through the interview process will be available online to everyone at :

<http://www.nationalcoreindicators.org>

The website will allow all people to look at state specific data, national data or to generate charts including cross tabulations and comparisons on specific items with other states.

Questions?

For additional information about NCI
<http://www.nationalcoreindicators.org>

For more information regarding Colorado's participation
contact:

[Lisa Neveu at lisa.neveu@state.co.us](mailto:lisa.neveu@state.co.us)